

Company: Volt

Position: Help Desk/Service Desk Technician

Location: San Diego, CA

Pay: \$19.00-19.50/hr

Description:

Candidate will process Helpdesk email, log problems and request / route tickets as appropriate. Will support multiple hardware peripherals and 600+ applications and tools. Will work with Active Directory, Unix, Oracle, VPN, VOIP, Internal Knowledge Base, Citrix, Service Center ticketing system, Lotus Notes, working towards meeting daily SLA, familiar with ITIL and ITSM. Support includes, but is not limited, to file restoration, password resets, printer setup, security patches, ticket escalations and computer education.

Qualifications

- 3-5 Years of Help/Service desk experience
- Demonstrated excellence in Customer Satisfaction, strong customer service focus. Evidence of customer service certifications or coursework is a plus.
- Strong organizational abilities, good attention to detail.
- In-depth knowledge of and experience with Microsoft Office Applications (Word, Excel, Power Point, Access, Project, Visio) strongly desired.
- Communication Expert - must be articulate, and speak clearly on the phone.
- Bilingual English and Spanish a MUST
- Experience with / understanding of technical concepts (software, hardware, network). Previous experience working in a technical environment a plus.
- Applies analytical thinking, shows creativity and ingenuity in thought process, excellent diagnostic and problem solving skills.
- Demonstrates excellent judgment in evaluating situations and making decisions.
- Conscientious with strong work ethic, excellent interpersonal skills, great team-player

If you would like to apply to this position, send your resume to ngcajobs@ng.army.mil and state you are applying for this position, or you can call The Work for Warriors staff @ 916-854-4426.